



**GLENN
POLICY
DIRECTIVE**

GLPD 1490.1A

Effective Date: 05/16/2018

Expiration Date: 11/16/2023

COMPLIANCE IS MANDATORY

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Responsible Organization: V/Office of the Chief Information Officer

**Subject: Management and Acquisition of Print Services w/Change 1
(02/14/2023)**

1. POLICY

- a. This Glenn Policy Directive (GLPD) details the management and procurement of information technology (IT) print services at NASA Glenn Research Center (GRC).
- b. The Office of the Chief Information Officer (OCIO) will be responsible for developing policy and providing print services.
- c. Non-networked printers are out of scope of this policy.
- d. Management of Government Furnished Equipment (GFE) Print Devices.
 - (1) OCIO has established a secure environment on the Virtual Local Area Network (VLAN) to protect the non-Agency Consolidated End-User Services (ACES) print devices. All network attached printer devices will be controlled under an OCIO Security Plan for non-ACES printers. This means all non-ACES network printer devices must be moved to the VLAN or taken off line.
 - (2) Owners must agree to configure the devices according to the checklist to gain access of the network provided by the Print Service Owner:
 - (a) Owners may not turn on the following functions on the printing device: Bluetooth, Wireless.
 - (b) Owners will patch printer as necessary and inform OCIO of any issue that is found on the VLAN or the printing devices as soon as possible.
 - (c) A GRC non-ACES Printer Memo of Understanding (MOU) form for owners must be signed, this form will be provided by the Print Service Owner.
 - (d) Acquisition of GFE Print Devices.

(1) The GFE Print devices may be purchased through the Purchase Request process if they meet the following criteria:

- (a) Printers that support employees with special needs and have an approved waiver.
- (b) Printers used to print classified information and have an approved waiver.
- (c) Printers used in non-networked lab areas and have an approved waiver.
- (d) Specialized print devices not provided by the ACES Print Fleet (i.e., plotters, label makers, high-end graphic printers and photo printers) and have an approved waiver.
- (e) Any approved waiver toner request.

(2) Citation: Glenn Work Instruction - GLWI-V-5139.1, OCIO IT Purchase Request Approval Process.

2. APPLICABILITY

a. This directive is applicable to all organizations at GRC Lewis Field and Plum Brook Station. This includes all Glenn civil servants, support service contractors, and visitors who may use a non-ACES printer to connect to the network at Lewis Field or Plum Brook Station.

b. This policy is applicable to documents developed or revised after the effective date of this GLPD.

c. In this policy, all mandatory actions (i.e., requirements) are denoted by statements containing the term "shall." The terms "may" or "can" denote discretionary privilege or permission, "should" denotes a good practice and is recommended, but not required, "will" denotes expected outcome, and "are" or "is" denotes descriptive material.

d. In this policy, all document citations are assumed to be the latest version, unless otherwise noted.

3. AUTHORITY

NASA Policy Directive - NPD 1490.1, NASA Printing, Duplicating, and Copying Management.

4. APPLICABLE DOCUMENTS AND FORMS

a. GRC Print Waiver Request: <http://wade.grc.nasa.gov/printwaivers/>

b. Glenn Work Instruction - GLWI-V-5139.1, OCIO IT Purchase Request Review Process.

5. RESPONSIBILITY

- a. The OCIO shall maintain and manage all GFE print devices on a secure VLAN.
- b. The OCIO shall be responsible for the delivery of print services to the Center.
- c. The OCIO shall manage the print services at the Center, including the type, configuration, distribution, and demographics, and ensure that all users have access to the use of printer services.
- d. The OCIO shall implement and maintain an approval, exception, and waiver process for the purchasing and/or subscription of printers and printer toner for the Center. See the OCIO web site.

Note 1: For printer exceptions, visit: <https://ocio.grc.nasa.gov/print-optimization/>

Note 2: To view a process flow diagram of the GRC Print Waiver/Exception PR Process, visit: <https://www.grc.nasa.gov/ocio/wp-content/uploads/sites/97/Print-Waiver-PR-Process-Flow-Diagram-v4.pdf>

- e. The Office of the Chief Financial Officer (OCFO) and the Procurement Division shall provide a procuring and purchasing process for printer and toner purchases.

6. DELEGATION OF AUTHORITY

The CIO is delegated authority by the GRC Center Director with respect to this policy.

7. MEASUREMENT/VERIFICATION

- a. The OCIO shall monitor and update VLAN to maintain a secure environment and protect the GFE print devices.
- b. The OCIO shall monitor the purchasing/subscription of printers and toner using the IT purchase approval process.
- c. The OCIO shall report on the number of the active waivers and exceptions at the Center.
- d. The OCIO shall report on the ACES seat composition and cost at the Center.
- e. The OCFO shall provide guidance on implementation of this policy to purchase request requisitioners.
- f. The Procurement Division and the NSSC (NASA Shared Service Center) shall provide guidance to purchase card holders, purchasing agents, contract buyers, and contracting officers.

8. CANCELLATION

This GLPR 1490.1A replaces GLPD 1490.1 w/ Change 2 (05/05/2014), with expiration April 30, 2014.

/s/

Janet L. Watkins
Associate Director

Attachment A. Acronyms
Change History

Distribution: BMS Library

Attachment A. Acronyms

ACES	Agency Consolidated End-User Services
CIO	Chief Information Officer
GFE	Government Furnished Equipment
GLPD	Glenn Policy Directive
GLWI	Glenn Work Instruction
GRC	Glenn Research Center
IT	Information Technology
MOU	Memo of Understanding
NPD	NASA Policy Directive
OCFO	Office of Chief Financial Officer
OCIO	Office of Chief Information Officer
VLAN	Virtual Local Area Network

Change History

Change	Date	Description/Comments
Basic	4/30/2014	Baseline
Change 1	5/5/2014	Administrative changes include: 1.a. changed “printer services” to “print services”; 1b(1) changed “a” to “an”; 1.f. changed “is” to “are”; 4. remove “form go to”; 5.a. changed “printer” to “print”; 5.d. <i>Note Section</i> : changed “print” to “printer”
A	05/16/2018	The OCIO created a Secure Virtual Local Area Network for all non-ACES printers for optimal security. Added process for the implementation of security by controlling and managing a secure VLAN specifically designed for GFE print devices. This includes all network attached printer devices will be controlled under an OCIO Security Plan for non-ACES printers.
Change 1	02/14/2023	Administrative Change: Extend expiration date from 05/16/2023 to 11/16/2023 to complete substantive changes per GLPR 1410.1